

# State

## General Overview

The Department of State is the oldest department of Michigan State government and is administered by the Secretary of State. The position of Secretary of State is established in Article V, section 3 of the Michigan Constitution of 1963 is an elected position with a four-year term of office. The Secretary is a member of the executive branch of government and has constitutional as well as statutory duties.

The Secretary directs services and programs in four major areas. First, the Secretary oversees motor vehicle and driver license activities by implementing initiatives and policies pursuant to the Motor Vehicle Code. Second, the Secretary oversees all election and campaign activities, including the registration of lobbyists and the regulation of campaign finance activities. Third, the Secretary maintains many of the State's most important records of State and local government, as well as operates the Office of the Great Seal which provides the highest level of document certification in the State. Finally, the Secretary is responsible for ensuring consumer protection for automobile owners.

## Major Divisions and Programs

**Customer Services Administration (CSA)** - The CSA is comprised of the Bureau of Branch Office Services, the Bureau of Driver and Vehicle Records, the Office of Customer Services, the Driver and Vehicle Information Center, the Program Procedures Section, and the Program Support Section. The Bureau of Branch Office Services operates a network of branch offices providing driver's licensing, vehicle titling and registration, and voter registration services to the citizens of Michigan. The Bureau of Driver and Vehicle Records manages driver and vehicle records maintenance activities including the processing of court abstracts, death records, and crash records. The bureau is also responsible for driver and vehicle record sales and the distribution of the annual jury listing to Michigan counties. The Office of Customer Services oversees the Renewal-By-Mail, Web, and Touchtone programs and the Uniform Commercial Code. It also provides assistance to International Registration Plan vehicle owners, and Out-of-State Resident services. The Driver and Vehicle Information Center is the point of contact for many citizens seeking information about Secretary of State programs and services, handling an average of 1500 calls and 100 Web inquiries daily.

**Department Services Administration (DSA)** - The DSA provides coordination and support to the agency in the areas of administration, finance, technology, project management, creation of tools, human resources, employee development and occupancy management. It facilitates the strategic vision, direction, and support for the Secretary of State's high priority programs to ensure continued innovation, modernization, and effective use of resources. Additionally, this administration coordinates and manages traffic-safety initiatives for the department. The DSA includes the Bureau of Administrative Services, the Bureau of Business Integration, the Bureau of Organizational Services, and the Office of Traffic Safety.

**Legal and Regulatory Services Administration (LRSA)** - The LRSA is comprised of the Bureau of Information Security and the Bureau of Regulatory Services. The LRSA provides legal research and counsel to the Secretary of State on statutes and rules administered by the department. The Bureau of Information Security, which includes the Internal Security and Investigations divisions, is responsible for protecting the department's records and other assets through security, audit and enforcement activities. The Bureau of Regulatory Services includes the Business Licensing and Regulation Division, Driver Assessment and Appeal Division, and the Program Operations Division. The bureau conducts driver's license reexaminations and hearings; licenses and regulates vehicle dealers, repair facilities, mechanics, driver training schools and driver training instructors; and manages the third-party driver testing program. The administration also includes the Office of the Great Seal, which commissions and oversees notaries public; certifies documents intended for use in foreign countries; and serves as the official repository of all state laws, administrative rules, boundary changes and many other public records.